



The Wellbeing Warehouse Ltd strives to ensure that volunteers are offered a positive experience during their time with the charity and that the expectations for both parties are met. In order to achieve this, the agreement, which is in no way legally binding, aims to identify the expectations of both parties in order to ensure an effective relationship during the period of the voluntary role.

### **Part 1 – The Charity**

As part of this agreement The Wellbeing Warehouse Ltd will:

- Recruit and manage volunteers in line with equality of opportunity, ensuring that all sections of the community are targeted and find the charity accessible.
- Offer the relevant induction and training that meets the needs of the voluntary role.
- Provide ongoing supervision and sufficient support to the requirements of the role.
- Provide adequate insurance cover for the needs of the volunteering role.
- Provide a safe volunteering environment.
- Apply our complaints procedure to deal with any problems that arise.
- Review / update policies and procedures at least annually.
- Provide written references if required for the volunteer once they have completed their voluntary work period.
- Try to resolve issues, grievances or difficulties that may arise during the period of volunteering.
- Ensure that volunteers are aware of the work that the charity shall carry out.

### **Part 2 – The Volunteer as part of this agreement the volunteer will:**

- Be available for a minimum of 1 session per week. There is no maximum nor minimum period, and the volunteer has full rights of when to leave the voluntary post.
- Carry out the role in line with the service's policies and procedures.
- Attending induction training, shadowing and additional training sessions, as required to carry out the role.

- Attend for individual and/or group supervision as required.
- To follow all Health & Safety procedures outlined in the organisation's policies and through training
- Complete and return all required paperwork as advised by The Wellbeing Warehouse Ltd using designated systems where these are in place.
- Respect the client group, The Wellbeing Warehouse staff and other volunteers.
- Maintain professional boundaries as required by the role. Including adhering to the Wellbeing Warehouse work policies, maintaining confidentiality and dressing appropriately for the role.
- Inform your line manager and/or another Wellbeing Warehouse employee in advance if you are unable to attend your volunteering role as arranged or would like to end your volunteering role.
- To comply with all relevant legislation including, but not limited to, Data Protection Act 1998.

This agreement is binding in honour only and neither party intends any employment relationship to be created as a result of this agreement.